

## AMENDMENT

**Amendments to the Claims:** Please replace all prior versions and listings of claims with the following listing of claims.

### LISTING OF CLAIMS:

1. (Currently Amended) A method for managing a network ~~services~~ service associated with a service level management domain to provide service level management, wherein the network service supports one or more business processes under service level management, the method comprising ~~the steps of:~~

~~monitoring, by a plurality of monitoring agents,~~ operational characteristics of a plurality of devices coupled to a network using a plurality of sensors, wherein the plurality of devices support the network service associated with [[a]] the service level management domain and supporting, wherein the plurality of sensors are configured to detect one or more business processes under service level management each monitoring agent detecting events in response to [[of]] a select type of change in the associated operational characteristics from the network service and of one or more of the plurality of devices;

mapping such the events into one or more alarms using a plurality of monitoring agents, wherein the plurality of monitoring agents are configured to receive the events from the plurality of sensors and perform event correlation to map the events into the alarms;

analyzing transmitting the alarms to produce one or more correlated alarms using from the plurality of monitoring agents to an alarm correlation agent, wherein the alarm correlation agent is configured to receive the alarms from the plurality of monitoring agents and perform alarm correlation on the received alarms which analyzes the alarms to produce the correlated alarms; and

analyzing causes of transmitting the correlated alarms [[to]] across the network using an enterprise management system to analyze, wherein the alarms and the correlated alarms are indicative of across a degradation in a service level associated with the network, causes of the correlated alarms;

~~whereby the alarms and the correlated alarms are indicative of a degradation in service level or a potential degradation in the service level associated with the network service.~~

2. (Cancelled)

3. (Currently Amended) The method according to of claim 1, further comprising the steps of:

~~identifying one or more business processes under service level management depending on one or more of the network services associated with the service level management domain;~~

~~relating network components to the one or more network services, the monitoring agents monitoring the network components to obtain information representing operational data of the related network services;~~

determining a state of the business ~~process~~ processes under service level management based ~~upon~~ on the ~~component information~~ monitored operational characteristics of the plurality of devices, wherein the ~~component information determines a measured level of service level is determined as a function of the monitored operational characteristics, and wherein the level of service level affects the operation of state of the business process under service level management; and~~

displaying information relating to the network service associated with the service level management domain, wherein the displayed information regarding relates to at least one of a group including availability, faults, configuration, integrity, security, reliability, performance, or and accounting of the measured service level [[of]] associated with the network service.

4. (Currently Amended) The method according to of claim 3, further comprising determining a value for a service parameters parameter associated with the network service as a function of the monitored operational characteristics of the plurality of devices, wherein to measure the level of value for the service parameter represents [[of]] the network services associated with the service level management domain and supporting associated with the one or more business processes under network service level management.

5. (Currently Amended) The method ~~according to~~ of claim 4, ~~wherein further comprising representing the value for the service parameter is determined using a component information by one or more component parameters and wherein the component parameters are mapped into the~~ to service parameters parameter mapping function.

6. (Currently Amended) The method ~~according to~~ of claim 5, further comprising:  
comparing the value for the ~~determining whether~~ service parameter with a  
predetermined service level identified in ~~levels are satisfied in accordance with~~ a service level  
management agreement; and  
determining that the ~~by comparing~~ service parameters level management agreement is  
satisfied if the value for the service parameter meets or exceeds the ~~with~~ predetermined  
service levels level identified in the service level management agreement.

7-22. (Cancelled)

23. (Currently Amended) A method for monitoring a business process ~~under~~ having at  
~~least one service associated with a~~ service level management, wherein at least one service  
associated with a domain to provide ~~service level management~~ domain supports for an entity  
~~performing~~ the business process, the service having a predefined state expressed as a range of  
numeric values representing a grade of the service, the method comprising the steps of:

collecting operational data [[on]] for one or more resources [[of]] coupled to a network,  
wherein the one or more resources support the at least one service ~~associated with the service~~  
~~level management domain, the one or more resources network being capable of performing~~  
one or more functions on the network to provide the entity with a service to allow the entity to  
~~perform~~ supporting the business process under service level management;

monitoring one or more component parameters from the collected operational data  
collected for the one or more resources, wherein the one or more component parameters  
~~providing an indication of an~~ represent operational characteristics ~~characteristic~~ of the

resources supporting the at least one service provided by the network;

determining the state of the service from the one or more component parameters,  
wherein determining the state of the service includes mapping values of the one or more  
component parameters to operational characteristic a numeric value in the range of numeric  
values used to express the state of the service, wherein the numeric value in the range of  
numeric values provides being a performance index ~~[[of]]~~ representing the grade of the service  
associated with the service level management domain; and

monitoring the numeric value that expresses the state of the service to provide service  
level management for ~~the entity performing~~ the business process.

24. **(Currently Amended)** The method of claim 23, further comprising ~~the step of~~  
determining a state of the business process under service level management from the numeric  
value that expresses the state of the service.

25. **(Currently Amended)** The method of claim 23, further comprising: ~~the steps of,~~  
determining ~~[[a]]~~ an acceptable service level ~~[[of]]~~ for the service, wherein the  
acceptable service level ~~being defined by~~ is identified in a service level agreement associated  
with the business process; and

comparing ~~monitoring~~ the numeric value that expresses the state of the service to the  
acceptable service level ~~[[of]]~~ identified in the service level agreement to ~~monitor~~ determine  
whether the service level agreement associated with the business process is satisfied.

26. **(Currently Amended)** The method of claim 23, wherein the service level management  
domain comprises, ~~an enterprise~~ the network, the resources coupled to the network, and the  
functions that the resource perform on the network.

27. **(Currently Amended)** A method for providing an entity with service level management  
of a business process, the method comprising the steps of:

determining at least one service that supports the ~~monitoring~~ a business process, the

~~having at least one service associated with a service level management domain to provide service level management for an entity performing a business process, the service and having a predefined state expressed as a range of numeric values representing a grade of the service;~~

~~collecting operational data [[on]] for one or more resources [[of]] coupled to a network, wherein the one or more resources support the at least one service associated with the service level management domain, the one or more resources network being capable of performing one or more functions on the network to provide the entity with a service to allow the entity to perform supporting the business process under service level management for the entity;~~

~~monitoring one or more component parameters from the collected operational data collected for the one or more resources, wherein the one or more component parameters providing an indication of an represent operational characteristics characteristic of the resources supporting the at least one service provided by the network;~~

~~determining the state of the service from the one or more component parameters, wherein determining the state of the service includes mapping values of the one or more component parameters to operational characteristic a numeric value in the range of numeric values used to express the state of the service, wherein the numeric value in the range of numeric values provides being a performance index [[of]] representing the grade of the service associated with the service level management domain, wherein the numeric value indicates indicating one of an acceptable state of the service, an unacceptable state of the service, or an imminent change from [[an]] the acceptable state to [[an]] the unacceptable state of the service; and~~

~~taking an action to effect a change to the one or more of the monitored component parameters [[if]] in response to the numeric value indicating indicates either the unacceptable state of the service or the imminent change [[in]] to the unacceptable state of the service, wherein the action includes issuing one or more instructions to control one or more of the resources coupled to the network.~~

28. (New) The method of claim 6, further comprising determining that the service level management agreement is not satisfied if the value for the service parameter does not meet or

exceed than the predetermined service level identified in the service level management agreement.

29. (New) The method of claim 1, wherein the plurality of sensors are further configured to detect the one or more events based on one or more policies and rules associated with the network service.

30. (New) The method of claim 29, wherein the plurality of monitoring agents are further configured to perform the event correlation based on the one or more policies and rules associated with the network service.

31. (New) The method of claim 30, wherein the alarm correlation agent is further configured to perform the alarm correlation based on the one or more policies and rules associated with the network service.

32. (New) The method of claim 1, wherein the enterprise management system is configured to identify a root cause of the one or more events to analyze the causes of the correlated alarms across the network.

33. (New) The method of claim 32, wherein the enterprise management system is further configured to discover cause and effect relationships among the plurality of devices coupled to the network to identify the root cause of the one or more events.

34. (New) The method of claim 1, wherein the enterprise management system is further configured to discover one or more of the operational characteristics that distinguish a healthy state for the service from an unhealthy state for the service to analyze the causes of the correlated alarms across the network.

35. (New) The method of claim 25, wherein the service level agreement associated with

the business process is satisfied if the numeric value that expresses the state of the service meets or exceeds the acceptable service level identified in the service level agreement.

36. (New) The method of claim 25, wherein the service level agreement associated with the business process is not satisfied if the numeric value that expresses the state of the service does not meet or exceed the acceptable service level identified in the service level agreement.